



State of California—Health and Human Services Agency
Department of Health Services



**ARNOLD
SCHWARZENEGGER**
Governor

May 7, 2007

**TO: FAMILY PACT (PLANNING, ACCESS, CARE, AND
TREATMENT) PROVIDERS**

**SUBJECT: FAMILY PACT PROGRAM LETTER 07-05
HEALTH ACCESS PROGRAM (HAP) CARD DISTRIBUTION
LEVELS AND NUMBERING FORMAT**

The California Department of Health Services, Maternal, Child and Adolescent Health/Office of Family Planning (MCAH/OFP) has revised the policy for distribution of pre-numbered and unnumbered replacement HAP cards for the Family PACT Program. The program ensures that providers have an adequate number of HAP cards for new clients and an adequate number of unnumbered replacement cards for existing clients who have misplaced or lost their HAP card. MCAH/OFP has given consideration to various factors including unmet need estimates, HAP card activation and service capacity, and HAP card re-ordering frequency.

Effective May 15, 2007, MCAH/OFP will offer separate ordering of unnumbered replacement HAP cards to discourage Family PACT providers from activating new HAP cards for lost cards. The provider must maintain a record of the original HAP card number issued to each client. The provider must print that number and the client's name on the unnumbered replacement card.

The program guidelines for distribution of HAP cards will be as follows:

Provider Type	Pre-Numbered HAP Cards	Unnumbered replacement HAP Cards	Pre-Numbered and/or Unnumbered HAP Card Only Orders
Solo Practitioner – new enrollment	Initial 500	Initial 100	NO
Solo Practitioner – ongoing operation	Up to 1,000/yr	Up to 200/yr	YES
Physician Group/Clinic-new enrollment	Initial 1,000	Initial 200	NO
Physician Group/Clinic-ongoing operation	Up to 2,000/yr	Up to 400/yr	YES
County Health Department	Up to 3,000/yr	Up to 600/yr	YES

HAP cards are distributed to individual Medi-Cal provider locations enrolled in the Family PACT Program. HAP card activation must be only at the service site represented by the enrolled Family PACT provider and/or National Provider Identifier number to whom the cards were distributed.

Lastly, Family PACT is printing a new inventory of HAP cards with a change in numbering format. The current HAP cards utilize a 10-digit alpha-numeric format beginning with the number "9" and the suffix letter "Y." New inventory will be identified with the suffix letter "X." During HAP card transactions, providers should not attempt to manually override the new alpha-numeric format. As current supplies of HAP cards are depleted, the newly formatted cards will be released to enrolled Family PACT providers.

Orders for new and replacement HAP cards may be placed by calling the Electronic Data Systems' Telephone Service Center at (800) 541-5555. If the operator is unable to approve your order, the request will be forwarded to MCAH/OFP for consideration on an individual basis. If you have questions regarding this Program Letter, please call John Mikanda, M.D., M.P.H., Chief of Clinical Services and Quality Improvement Utilization Section at (916) 650-0414.

Sincerely,

A handwritten signature in cursive script that reads "Laurie Weaver".

Laurie Weaver, Chief
Office of Family Planning